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IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

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Technology Center 2100

Applicant(s): Anil K. Annadata, Wai H. Pak, Rohit Bedi
Assignee: Siebel Systems, Inc.
Title: System and Method for Multi-Channel Communication Queing
Serial No.: 09/823,590 Filing Date: March 31, 2001
Examiner: Unassigned Group Art Unit: 2183
Docket No.: SBL0001US Client Ref. No. SIEB059/US

Austin, TX
August 27, 2002

COMMISSIONER FOR PATENTS
Washington, D. C. 20231

INFORMATION DISCLOSURE STATEMENT
37 CFR § 1.97(b)

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Dear Sir:

Pursuant to 37 C.F.R. § 1.56, § 1.97 and § 1.98, the documents listed on the accompanying PTO Form-1449 are called to the attention of the Examiner for the above patent application. Copies of these documents are enclosed.

Citation of these documents shall not be construed as:

1. an admission that the documents are necessarily prior art with respect to the instant invention;
2. a representation that a search has been made; or
3. an admission that the information cited herein is, or is considered to be material to patentability as defined in § 1.56(b).

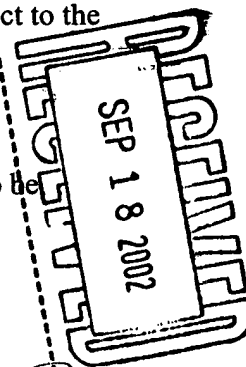
I hereby certify that this correspondence is being deposited with the United States Postal Service as First Class Mail in an envelope addressed to: Commissioner for Patents, Washington, D.C. 20231, on August 27, 2002.

D'Ann Naylor Rifai
Attorney for Applicant(s) 8/27/02
Date of Signature

Respectfully submitted,

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U.S. Department of Commerce, Patent and Trademark Office					Atty Docket No.		Serial No.	
					SBL0001US		09/823,590	
INFORMATION DISCLOSURE STATEMENT BY APPLICANT					Applicant(s)			
(Use several sheets if necessary)					Anil K. Annadata, et al.			
					Filing Date		Group	
					March 31, 2001		2183	

U.S. Patent Documents							
*Examiner Initial		Document Number	Date	Name	Class	Subclass	Filing Date If Appropriate
	AA	5,884,032	March 16, 1999	Bateman, et al.	395	200.34	
	AB	6,134,318	Oct. 17, 2000	O'Neil	379	266	
	AC						
	AD						
	AE						
	AF						
	AG						
	AH						
	AI						
	AJ						
	AK						

Foreign Patent Documents								
							Translation	
		Document	Date	Country	Class	Subclass	Yes	No
	AL							
	AM							
	AN							
	AO							
	AP							

OTHER ART (Including Author, Title, Date, Pertinent Pages, Etc.)		
	AQ	
	AR	
	AS	

Examiner	Date Considered
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*EXAMINER: Initial if reference considered, whether or not citation is in conformance with MPEP 609; Draw line through citation if not considered. Include copy of this form with your communication to applicant.